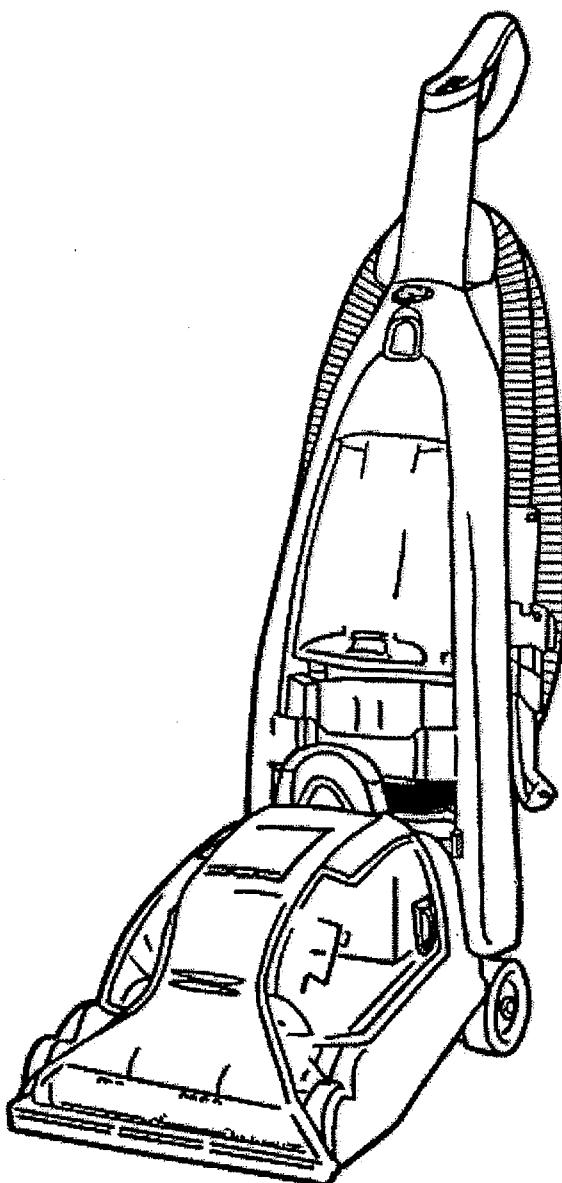




OWNER'S MANUAL
Operating and Servicing
Instructions



- Please read these instructions carefully before using your Platinum Force™ Extractor.
- Let us help you put your cleaner together or answer any questions, call:

1-800-321-1134 (USA & Canada)
www.dirtdevil.com

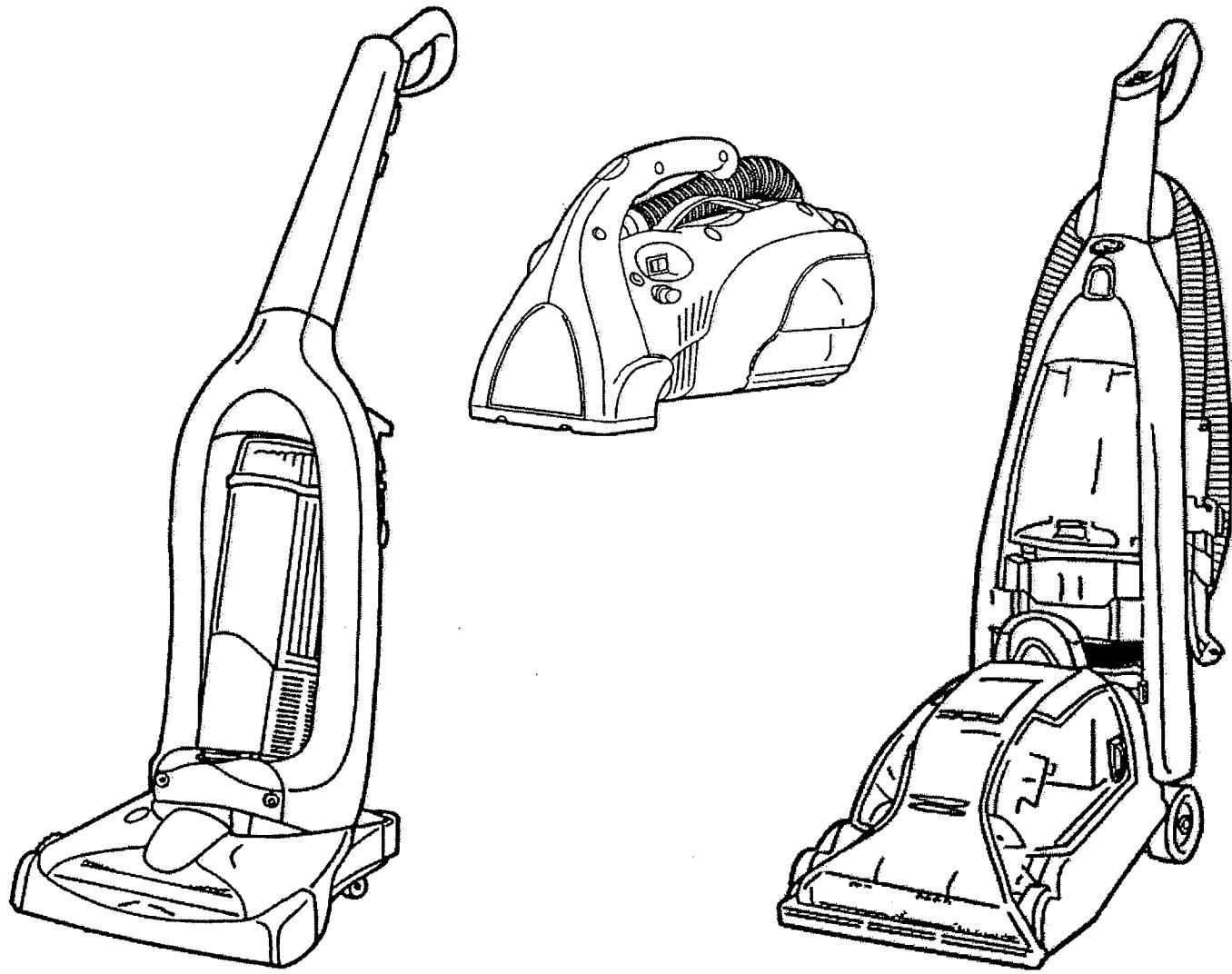
For quick reference, please record your vacuum information below.

Model #: _____

Mfg. Code: _____

(Mfg. code located on the lower backside of cleaner)

**Available in Bagless Upright, Hand Vac
and Carpet Shampooer Models.**



CONGRATULATIONS

You are now the proud owner of a Dirt Devil® Platinum Force™ Carpet Shampooer. Its unique design has two revolving brushes and two suction nozzles for twice the cleaning power. The brushes rotate in opposite directions to clean all sides of the carpet fiber. The nozzles pick up the dirty water before it has a chance to soak your carpet backing and padding.

The Platinum Force™ Carpet Shampooer also comes equipped with a separate shampoo tank that holds over 16 ounces of Dirt Devil® Carpet Shampoo. This means no more measuring and the right amount of soap is automatically mixed with the clean water as it is dispensed. You can also conveniently turn the soap off for a clean water rinse cycle. No soap residue is left behind so your carpets stay cleaner longer.

We are very proud of our products and hope that you are equally satisfied with their quality and performance.

Thank you for your support of Dirt Devil® products.
Visit our website at www.dirtdevil.com

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LIMITED WARRANTY

To the consumer, Royal Appliance Mfg. Co. warrants this vacuum cleaner to be free of defects in material or workmanship commencing upon the date of the original purchase. Refer to your vacuum cleaner carton for the length of warranty and save your original sales receipt to validate start of warranty period.

If the vacuum cleaner should become defective within the warranty period, we will repair or replace any defective parts free of charge. The complete machine must be delivered prepaid to any ROYAL® Authorized Sales & Warranty Service Station. Please include complete description of the problem, day of purchase, copy of original sales receipt and your name, address and telephone number. If you are not near a Warranty Station, call the factory for assistance in the USA & CANADA: 1-800-321-1134. Use only genuine Royal® replacement parts.

The warranty does not include unusual wear, damage resulting from accident or unreasonable use of the vacuum cleaner. This warranty does not cover brushes, bags, filters, bulbs or fan damage. This warranty does not cover unauthorized repairs. This warranty gives you specific legal rights and you may also have other rights. (Other rights may vary from state to state in the USA).

THIS CLEANER IS INTENDED FOR HOUSEHOLD USE ONLY

IMPORTANT SAFETY INSTRUCTIONS

When you use an appliance, basic precautions should be followed, including the following:

- **READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.**
- **ALWAYS FOLLOW THESE SAFETY INSTRUCTIONS.**
- **BRING CLEANER TO UPRIGHT POSITION WHEN USING THE HOSE AND ATTACHMENTS.**
- **DO NOT LEAVE CLEANER UNATTENDED WHEN PLUGGED IN.**
- **WARNING: DO NOT USE SHARP OBJECTS TO CLEAN OUT THE HOSE SINCE THEY COULD CAUSE DAMAGE.**
- **OCCASIONALLY REMOVE BRUSH AND CLEAN DEBRIS FROM END CAPS TO KEEP BRUSH ROTATING SMOOTHLY.**
- **WARNING - FULLY ASSEMBLE CLEANER BEFORE OPERATING.**

READ ALL INSTRUCTIONS BEFORE USING THE APPLIANCE.

WARNING: TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

- Connect to a properly grounded outlet only. See Grounding Instructions.
- Do not leave appliance when plugged in. Unplug from outlet when not in use and before servicing.
- Do not use outdoors. Electrical shock could occur.
- Do not immerse. To reduce the risk of electric shock - use indoors only, and use only on carpet moistened by cleaning process.
- Do not allow to be used as a toy. Close attention is necessary when used by or near children.
- Use only as described in this manual. Use only manufacturer's recommended attachments.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center for inspection. Call 1-800-321-1134 for the nearest service center.
- Do not pull or carry by cord, use cord as handle, close a door on cord, or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
- Do not handle plug or appliance with wet hands.
- Do not put any objects into openings. Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- Do not use without dirty water reservoir in place.
- Turn off all controls before unplugging.
- Use extra care when cleaning on stairs.
- Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.
- Keep the vacuum cleaner on the floor. Only the hand-held vacuum cleaners may be set on furniture.
- Turn off the rotating brush when doing above floor cleaning.
- Do not use an extension cord with this vacuum cleaner.
- Store the vacuum cleaner indoors. Put the vacuum cleaner away after use to prevent tripping accidents.
- Using improper voltage may result in damage to the motor and possible injury to the user. Proper voltage is listed on the cleaner plate.
- Use only Dirt Devil® Carpet & Rug Shampoo.

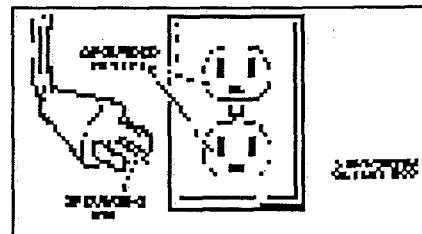
SAVE THESE INSTRUCTIONS GROUNDING INSTRUCTIONS

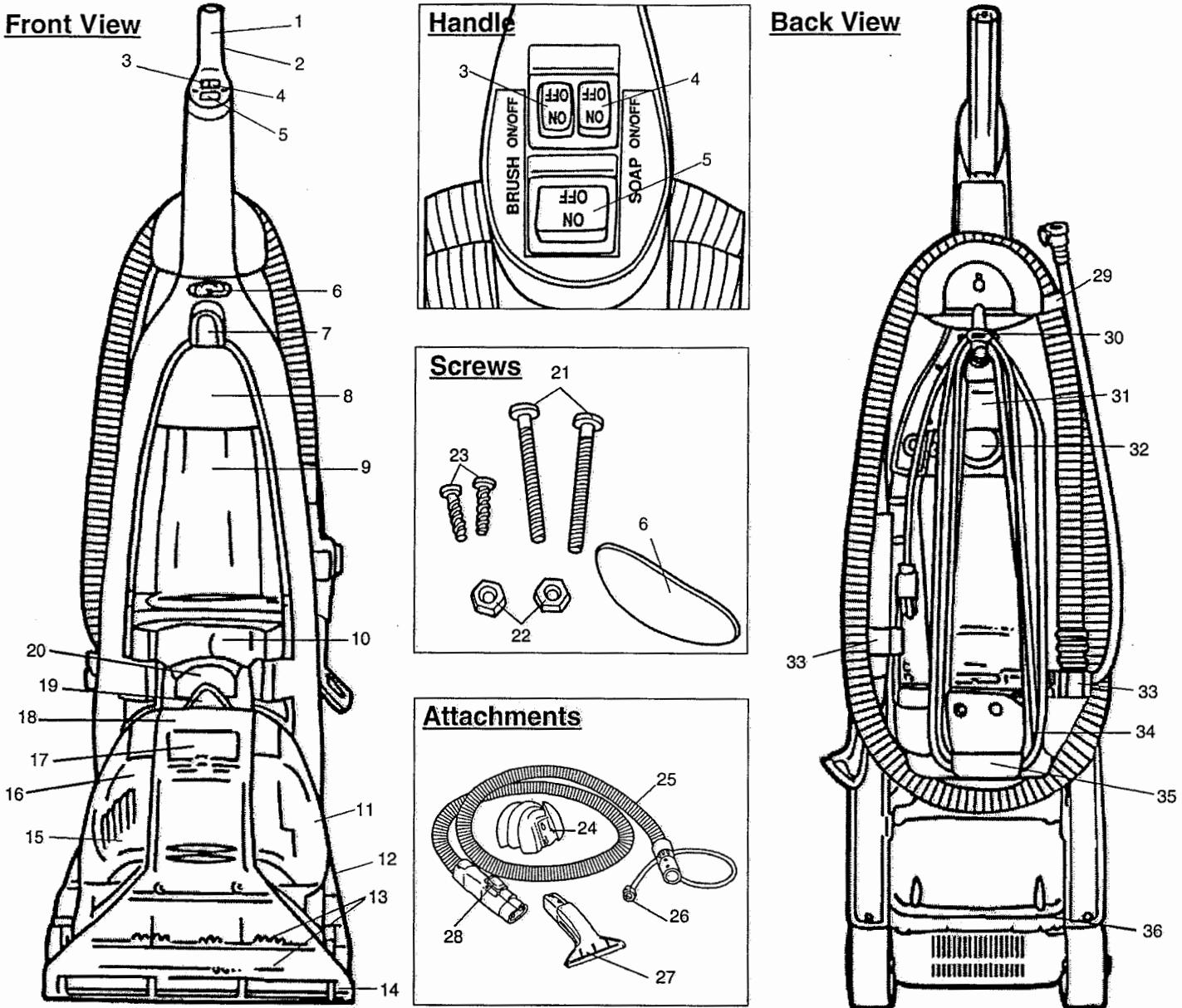
This appliance must be grounded. If it should malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This appliance is equipped with a cord having an equipment-grounding conductor and grounding plug. The plug must be inserted into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING

Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with the appliance — if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

This appliance is for use on a nominal 120-volt circuit and has a grounding attachment plug that looks like the plug illustrated in the sketch. Make sure that the appliance is connected to an outlet having the same configuration as the plug. **No adapter should be used with this appliance.**





Front View/ Handle/ Screws

1. Handle Grip
2. Solution Trigger
3. Brush On/Off
4. Soap On/Off
5. Power On/Off
6. Screw Cover
7. Clean Water Reservoir Release
8. Clean Water Reservoir Carry Handle
9. Clean Water Reservoir
10. Soap Tank
11. Drain Cap

12. Water Supply Port
13. Dual Brushrolls
14. Front Nozzle
15. Dirty Water Tank
16. Floor/Tools Diverter
17. Attachment Door
18. Dirty Water Tank Handle
19. Dirty Water Tank Nozzle Tab
20. Dirty Water Tank Latch
21. Front Handle Screws (Large)
22. Back Handle Nuts
23. Back Handle Screws (Small)

Back View/Attachments

24. Detachable Tool Storage
25. Hose
26. Water Supply Connector
27. Upholstery Tool (may come pre-attached)
28. Upholstery Tool Trigger
29. Solution/Hose Clip
30. Quick Cord Release
31. Cleaner Carrying Handle
32. Clean Water Reservoir Cap
33. Hose Clips
34. Cord
35. Cord Wrap
36. Handle Release Pedal

PREPARING THE CARPET/UPHOLSTERY:

IMPORTANT: DO NOT USE THE PLATINUM FORCE™ EXTRACTOR AS A DRY VACUUM.

1. Vacuum carpet/upholstery thoroughly. Use a Dirt Devil® vacuum cleaner with a revolving brushroll for best results.
2. Vacuum upholstery with cleaning tool attachments, using a crevice tool to reach into folds and creases.
3. Remove as much furniture from the room as possible. If unable to remove the furniture, place plastic or foil under and around the legs until the carpet has dried completely.

CHECK CLEANING CODE ON UPHOLSTERY:

NOTE: If upholstery is not marked, seek professional assistance.

- Use only on upholstery/fabric marked:
 - W (wet clean)
 - S/W (solvent/dry or wet clean)
- Do NOT clean upholstery/fabric marked
 - S (solvent/dry clean only).
- Check the cushion foam color. If the foam is a dark color, it may bleed through and discolor the fabric.

CHECK FOR COLOR FASTNESS:

Before cleaning carpet/upholstery, test for color fastness. Dampen a white cloth with solution. Test a small area in a closet or under a cushion. Gently rub the cloth over the area. Check each color for color bleeding. If the cloth remains clean, it should be safe to clean the carpet/upholstery.

HELPFUL HINTS FOR CLEANING CARPET/UPHOLSTERY:

1. Do not oversaturate carpet/upholstery with cleaning solution while using Platinum Force™ Extractor.
2. For heavily soiled areas, additional applications may be necessary.
3. Allow plenty of time to dry carpet/upholstery thoroughly.
4. Wipe cleaning solution from woodwork and wood to prevent any damage.
5. Try not to walk on carpet until it is completely dry.
6. After carpet is thoroughly dry, vacuum the carpet using a cleaner with a revolving brushroll.
7. Before cleaning, determine where you will start and end, making sure not to walk over previously cleaned areas.
8. Rinse carpets to remove soap residue and to keep your carpets looking cleaner, longer.

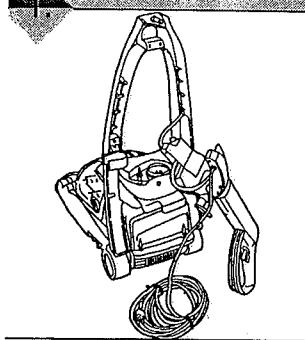
AFTER CLEANING:

- Allow carpet to dry completely. Try not to walk on the carpet until it is dry.
- If you need to walk on the carpet, place white towels on the areas you want to walk.
- If the carpet is not dry and the furniture must be placed back in the room, use plastic or foil under the furniture to prevent staining the carpet.
- Thoroughly clean the dirty water tank with hot tap water. See page 10.

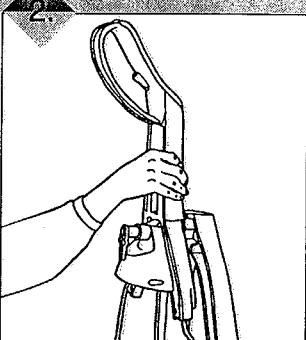
WARNING:

DO NOT STORE PLATINUM FORCE™ EXTRACTOR IN GARAGE OR AREA WHERE UNIT COULD FREEZE.

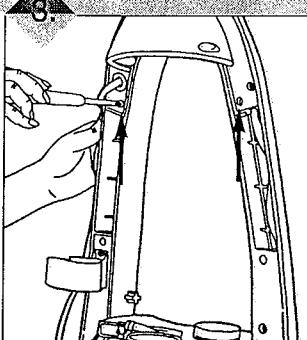
TOOL REQUIRED: PHILLIPS SCREWDRIVER



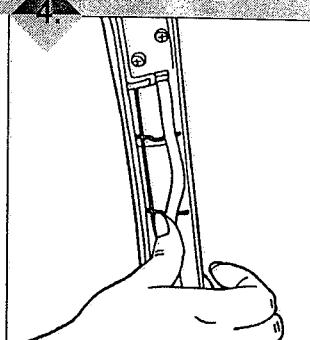
Remove your Platinum Force™ Extractor from the carton with caution. The handle is connected to the body by a cord. **NOTE: DO NOT tug or pull on cord.**



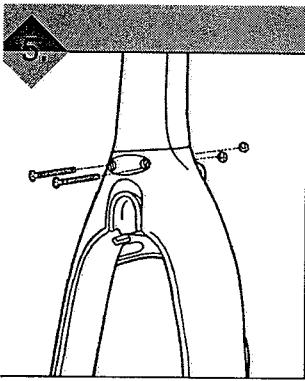
Line up upper handle with lower handle and push into place.



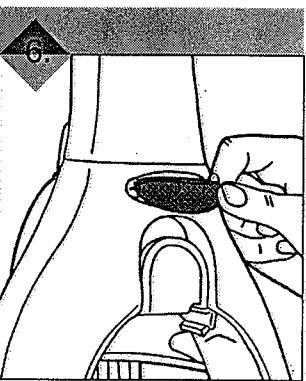
Secure from back with the two smaller screws.



Feed cord through slots on the back of handle.

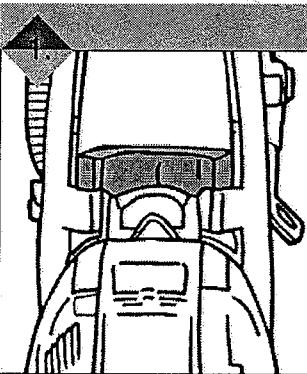


Place nut into recess in back of upper handle (5a). While holding nut in place, insert LARGE screw through front of upper handle and tighten. Repeat process with second LARGE screw.

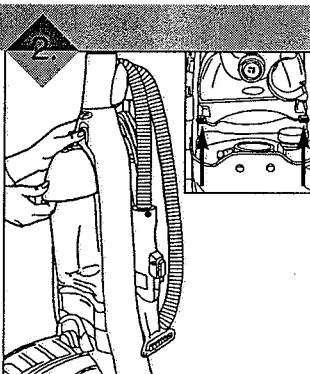


Remove backing of tape on the screw cover and press into place.

CLEAN WATER RESERVOIR

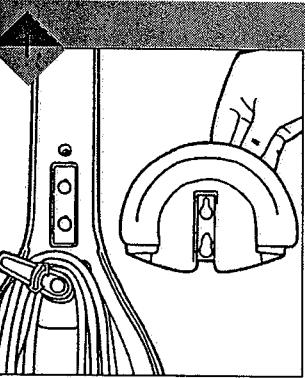


NOTE: Make sure soap tank is resting in place with the solution tube firmly pressed into tube opening.

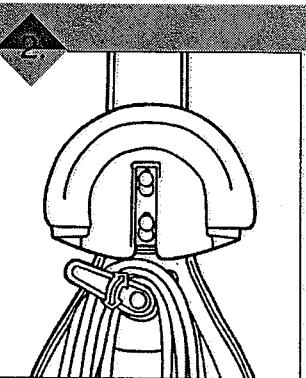


Line up grooves of clean water reservoir with support posts inside of handle. Tilt top of clean water reservoir inward and push until it locks into place.

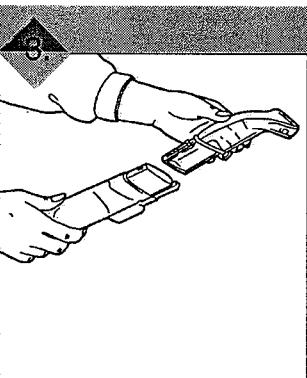
TOOL STORAGE



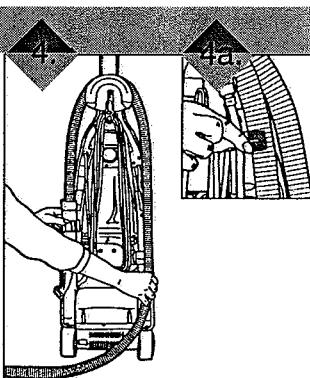
To install tool caddy, line up grooves of tool caddy storage with round tabs on back of handle above quick cord clip.



Slide tool caddy down until secured in place. **NOTE: Tool caddy is removable for storage on wall.**

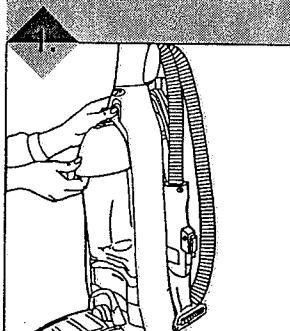


Connect upholstery attachment to end of hose by pressing until it clicks into place (Upholstery tool may come preattached).

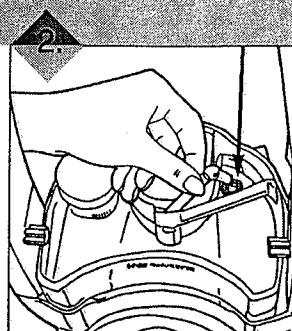


Push upholstery attachment into left hose clip, wrap hose around tool caddy starting on the back groove of storage caddy. Secure into place by pushing end of hose into hose clip on right. Press solution/hose clip onto hose to secure solution tube into place (4a).

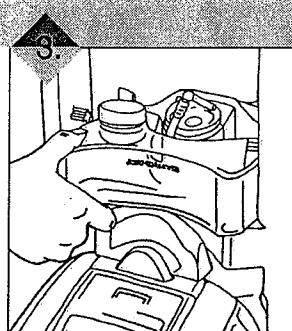
WARNING: USE ONLY DIRT DEVIL® CARPET AND RUG SHAMPOO. USING OTHER CLEANING SOLUTIONS MAY CAUSE EXCESSIVE FOAMING. EXCESSIVE FOAM WILL CAUSE THE FLOAT TO SHUTOFF THE VACUUM PREMATURELY. USING OTHER SOAPS WILL VOID YOUR WARRANTY.
NOTE: Never leave unit unattended with power on. Turn OFF when emptying and filling reservoirs. Do NOT oversaturate the carpet.



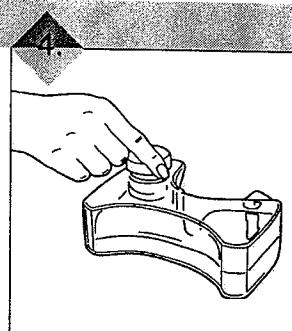
Remove clean water reservoir by pressing clean water reservoir release and pulling reservoir by the handle. Put to the side to fill later.



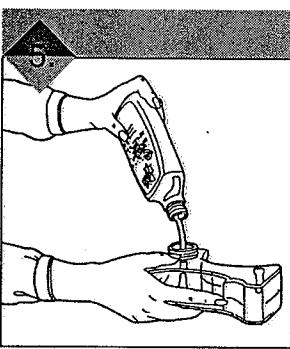
While clean water reservoir is removed, loosen soap tank by gently pulling out solution plug from plug opening. **NOTE:** Soap tank can be filled while still on the cleaner. Use care when refilling.



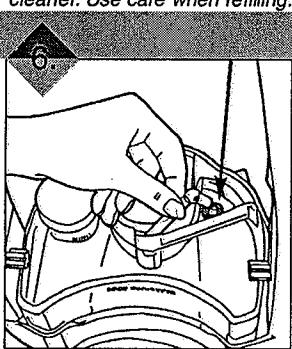
Remove soap tank by pulling up and out.



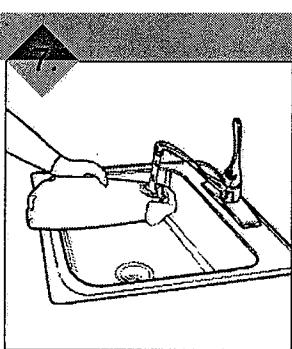
Remove soap tank cap.



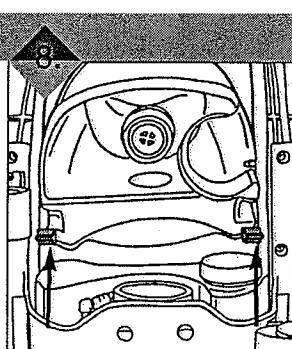
CAUTION: DO NOT OVER FILL. LEAVE ABOUT 1/4"-1/2" AIR SPACE. Fill tank with Dirt Devil® Carpet and Rug Shampoo. **NOTE:** One fill-up of the soap tank will last approximately four (4) clean water reservoir fill-ups. Cleaner can be stored between uses with soap in soap tank, it does not need to be removed after each use. However, soap tank should be rinsed out periodically.



Replace soap tank cap. Return soap tank to cleaner making sure solution tube lines up with groove in the back of the soap tank. Firmly press solution tube into plug opening of soap tank.



Remove clean water reservoir cap and put into a safe place. Slowly fill clean water reservoir with hot tap water and replace cap.

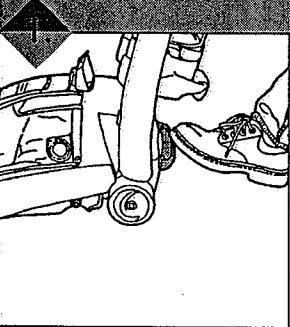


Return clean water reservoir by lining up grooves of clean water reservoir with support posts on inside of handle. Rock clean water reservoir inward until it locks into place.

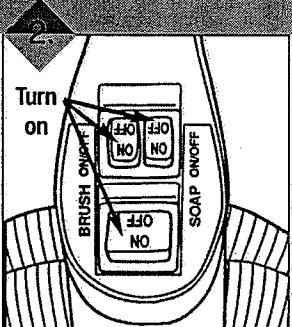
CARPET CLEANING

IMPORTANT: For best cleaning results use steady, moderate forward and backward motion.

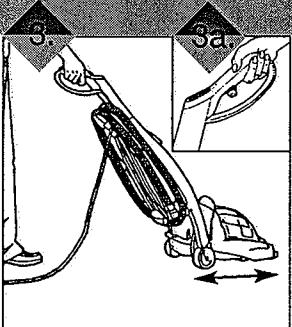
IMPORTANT: If the sound of the motor changes to a high pitch, this indicates the dirty water tank is full and must be emptied.



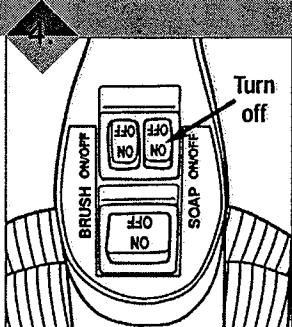
Plug cord into a grounded outlet. Step on handle release pedal to put cleaner into cleaning position.



Turn main **power** switch, **brush** switch and **soap** switch all to the **ON** position. **NOTE:** See top of page 9 for various switch functions.



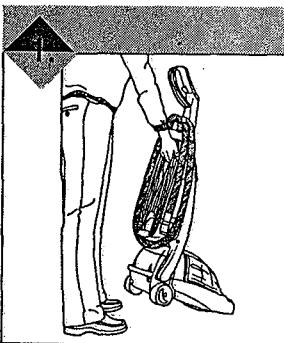
To spray cleaning solution, depress solution trigger (3a) and move cleaner backward and forward (3). Release trigger and push unit back and forth in same path to remove dirty water and solution from carpet. For heavily soiled areas, repeat if necessary.



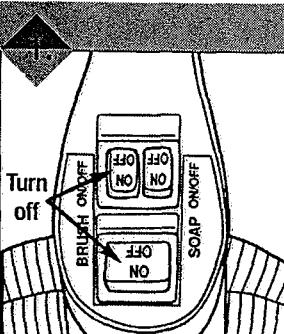
To rinse your carpet, turn **soap** switch to the **OFF** position. Repeat the same process (as in step 3) with the water as you did with the cleaning solution. When dirty water reaches the max fill line on dirty water tank, empty dirty water (see page 10). **NOTE:** If too much water is picked up, a float will shut off suction to the floor. Empty tank and replace, and continue cleaning.

POWER	BRUSH	SOAP	RESULT
ON	ON	ON	Vacuum, pump*, brushroll and soap are turned on. Used to shampoo carpets.
ON	ON	OFF	Vacuum, pump* and brushroll are turned on. Used to rinse carpets.
ON	OFF	ON	Vacuum, pump* and soap are turned on. Used for cleaning through attachments.
ON	OFF	OFF	Vacuum and pump* are turned on. Used for rinsing through attachments or dirty water pick-up with brushroll off.
OFF	ON/OFF	ON/OFF	No power to vacuum, pump*, brushroll or soap. For any motors to energize the power switch must be on.

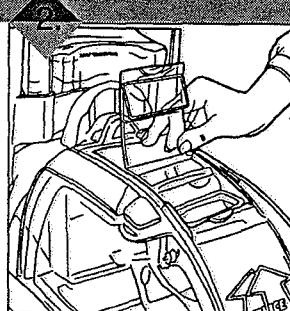
*Pump will be actuated by pulling solution dispensing trigger



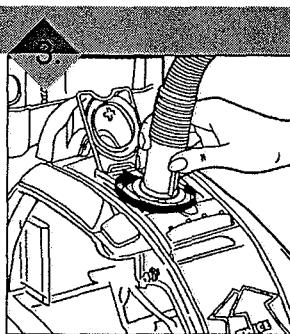
Grasp the carrying handle on the back of cleaner to transport from room to room. Do not pick cleaner up by the clean water reservoir handle.



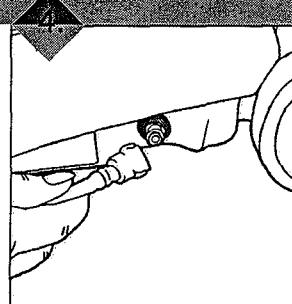
Put cleaner in its upright position. Turn **brush** switch and **power** switch to the off position.



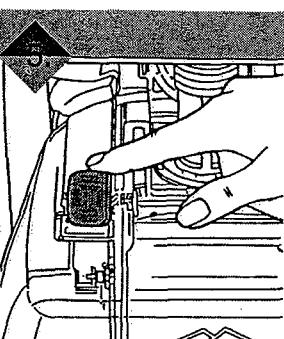
Remove hose from its stored position on the back of the cleaner. Lift tool door located on the top of the dirty water tank.



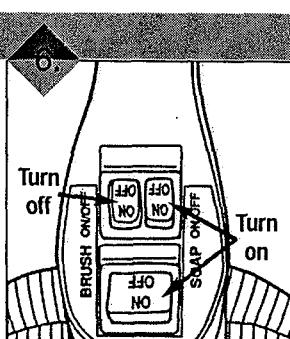
Insert end of hose into tool opening and twist clockwise until it locks into place.



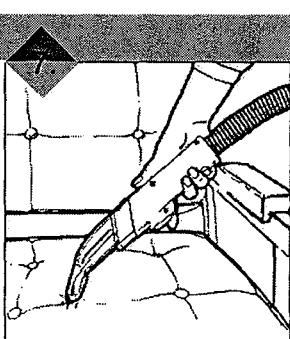
Attach water supply connector to water supply port and press firmly until it locks into place.



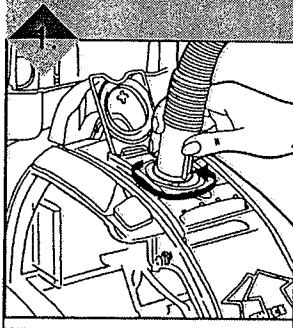
Flip the floor/tools diverter to the tools (downward) position.



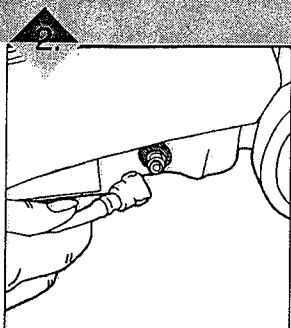
To shampoo upholstery, be sure **brush** switch is OFF, **power** and **soap** switches are turned ON
NOTE: Do not oversaturate the upholstery.



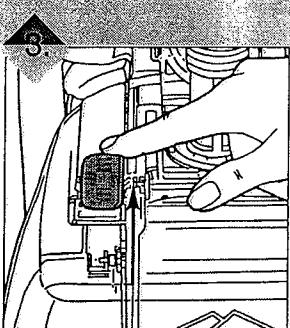
While depressing blue solution spray trigger, pull attachment in a backward motion. Release trigger and push attachment forward in same path to remove dirty water and solution from upholstery. For heavily soiled areas, repeat if necessary To rinse, remember to turn soap switch to the OFF position and repeat process. NOTE: Make sure upholstery is thoroughly dry before use.



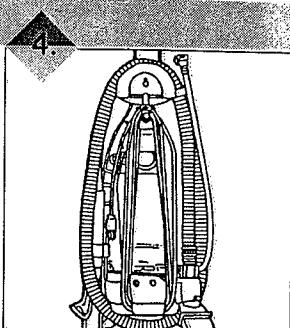
Remove hose from tool door by twisting counter-clockwise to unlock. Close tool door until it snaps into place.



Disconnect water supply connector from water supply port by pressing gray button and pulling.



Flip the tool/floor diverter to the floor (upward position).

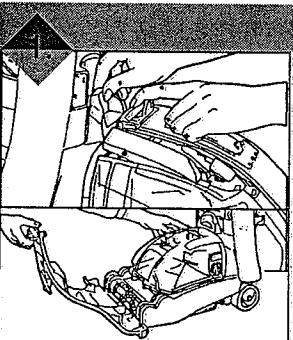


Return tools to their storage position on back of cleaner (see page 5). **NOTE:** Upholstery attachment can be removed from hose to clean the inside of the tool prior to storage

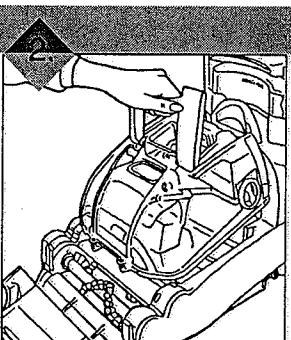
WARNING: TO REDUCE THE RISK OF INJURY FROM MOVING PARTS - UNPLUG BEFORE SERVICING.

IMPORTANT: Your Platinum Force™ Extractor is equipped with a shut off valve within your dirty water tank. When the dirty water tank becomes full, the float (viewed from the side of the tank) will rise, shutting off the air flow through the nozzle. For best results, use smooth, steady motion keeping the nozzle flat against the carpeting. Tipping the cleaner and breaking the seal of the nozzle and carpeting will cause the float to rise and shut off the suction. Once the float is activated, empty the dirty water tank. If the dirty water tank does not appear full, turn the power switch off and wait for the float to settle and reset. If the float repeatedly shuts off the suction, empty the dirty water tank.

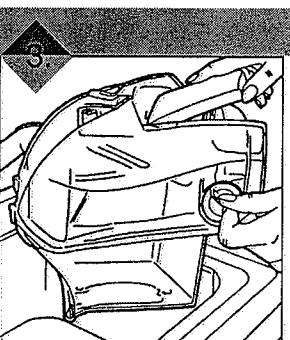
NOTE: You will hear a noticeable change in the pitch of the cleaner. This indicates a need to empty the dirty water tank.



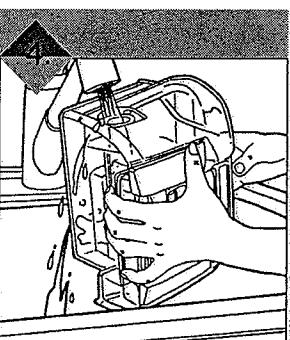
Depress dirty water tank latch (1) and simultaneously pull dirty water tank nozzle tab up and away from cleaner (1a).



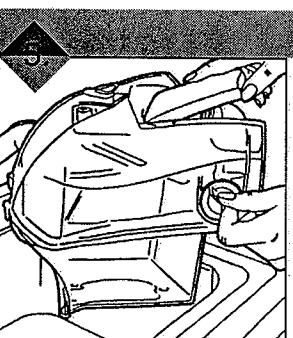
Remove dirty water tank by lifting on the dirty water tank handle and pulling tank out of base. **NOTE:** Nozzle does not need to be completely removed to empty water tank.



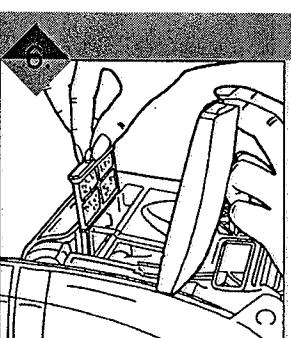
Place the dirty water tank over a large sink and remove dirty water tank cap by twisting to the left (counterclockwise) and put into a safe place. Empty water into sink.



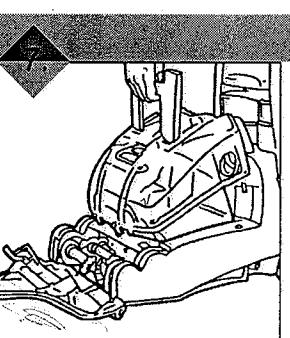
Dirty water tank can be rinsed out with hot tap water to remove any remaining debris. Wipe and let dry thoroughly before storing to prevent mildew from forming. **NOTE:** DO not use any chemicals when cleaning.



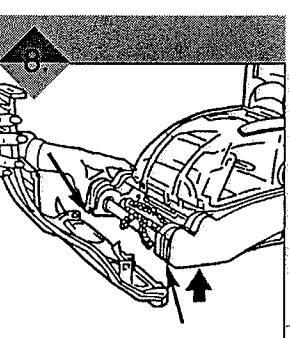
Return dirty water tank cap.



Lift dirty water tank handle and pull out filter to clean. Rinse under hot water and return to dirty water tank.

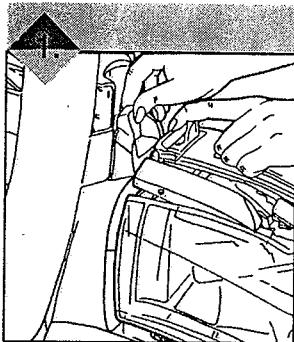


Return dirty water tank to base of cleaner by tipping the nozzle down into the basin and drop into place.

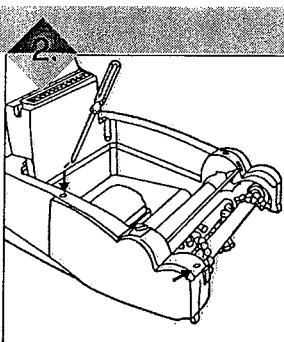


Lift front base of cleaner off carpeting with one hand. Line up the black tabs with the grooves of front nozzle. Lift front nozzle upwards towards cleaner and press under latch until it locks into place.

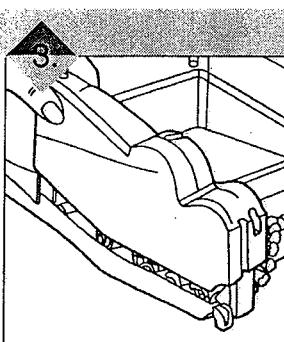
BELT STYLE: 4



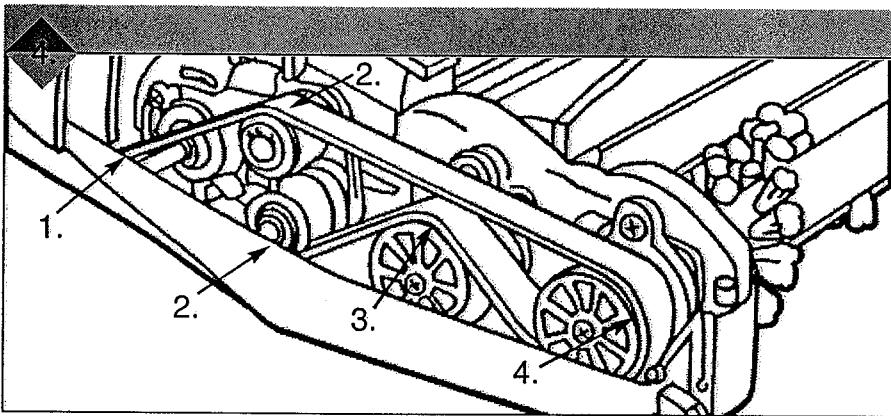
Remove dirty water tank and front nozzle (see page 10) put to the side.



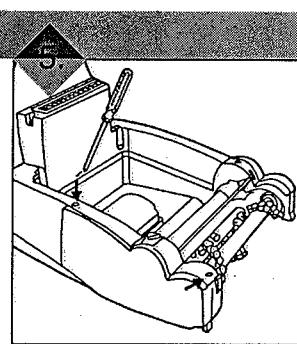
Use a Phillips screwdriver to remove two (2) screws.



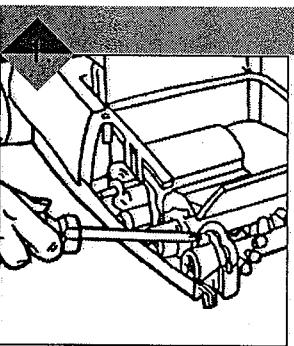
Remove belt cover. Remove broken belt. **NOTE:** Diagram of belt placement on motor cover.



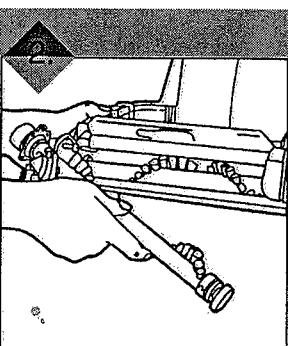
1. Loop belt around rear shaft. 2. Loop the top of the belt above the top small pulley and the bottom of the belt below the lower small pulley. 3. Feed the entire belt over the first large pulley. 4. Loop the belt around the front large pulley and rotate the front brushroll forward until the belt is in place. **NOTE:** Make sure entire belt stays on top of the first large pulley by lightly placing finger on top to guide it.



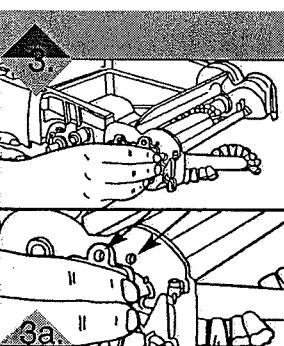
Return nozzle cover to original position. Secure by replacing the two (2) screws.



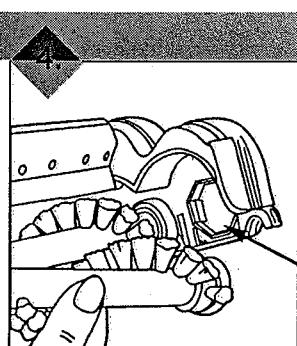
Remove screw that holds brushroll in place.



Tilt cleaner off carpet. Grasp brushroll and pull the right side out of its chamber. Tilt brushroll down to ground and remove silver cap. Slide worn brushroll out of cleaner.



To install new brushroll: Feed the brushroll through the opening (3) until the screw plate and screw hole are lined up (3a). **NOTE:** The black cap behind the silver screw plate will be through the hole.



Replace silver cap to right side of brushroll. Lift brushroll up and align with brushroll chamber. Push screw plate towards the screw hole until flush and replace screw.

WARNING: TO REDUCE RISK OF PERSONAL INJURY - UNPLUG CLEANER BEFORE SERVICING

Problem	Possible Reasons	Possible Solutions
Cleaner won't run	1. Power cord not firmly plugged into outlet. 2. Blown fuse or tripped breaker. 3. Needs service.	1. Plug unit in firmly. 2. Check fuse or breaker. Replace fuse/reset breaker. 3. Take to service center or call 1-800-321-1134.
Cleaner won't pick-up or low suction	1. Nozzle hose attachment door not closed. 2. Dirty water tank is not installed correctly. 3. Nozzle not installed correctly. 4. Floor/Tools diverter in wrong position. 5. Dirty water tank is full. 6. Brushroll worn. 7. Broken or worn belt. 8. Nozzle/dirt passage clogged. 9. Clogged hose inlet.	1. Close nozzle hose attachment door-Pg. 9. 2. Review Dirty Water Tank Removal and Replacement-Pg. 10. 3. Review Dirty Water Tank Removal and Replacement-Pg. 10. 4. Flip diverter to proper position-Pg. 9. 5. Empty Dirty Water Tank-Pg. 10. 6. Replace brushroll-Pg. 11. 7. Replace belt-Pg. 11. 8. Remove hose; remove obstruction. 9. Remove hose and clean inlet.
Water escaping from cleaner	1. Dirty water tank is full. 2. Dirty water tank is not installed correctly. 3. Hose not installed correctly. 4. Solution reservoir not installed properly.	1. Empty Dirty Water Tank-Pg. 10. 2. Review Dirty Water Tank Removal and Replacement-Pg. 10. 3. Review Hose Installation-Pg. 9. 4. Review clean water reservoir installation-Pg. 8.
Cleaner attachments won't pick up	1. Hose is clogged. 2. Hose inlet clogged. 3. Floor/Tools diverter in wrong position. 4. Dirty water tank is full.	1. Remove hose and tools; remove obstruction-Pg. 10. 2. Remove hose and clean inlet. 3. Flip diverter to proper position-Pg. 9. 4. Empty dirty water tank-Pg. 10.
Cleaner attachments won't spray	1. Water supply hose not connected properly.	1. Connect to water supply port-Pg. 9.
Cleaner won't dispense solution	1. Solution reservoir not installed properly.	1. Review Solution Reservoir Installation-Pg. 8.
No soap dispensing	1. Pick up tube orifice plugged. 2. No soap. 3. Soap switch off.	1. Clean pick up tube orifice in soap tank by wiping with hot rag or soak end of tube in hot water. 2. Fill soap tank with Dirt Devil® Carpet and Rug Shampoo-Pg. 8. 3. Turn soap switch to the ON position-Pg. 8.
Will not dispense water	1. Soap tank empty with soap power ON.	1. Fill soap tank or shut soap power OFF.

**ANY OTHER SERVICING SHOULD BE DONE BY AN AUTHORIZED SERVICE REPRESENTATIVE
CUSTOMER SERVICE (1-800-321-1134)**

In the event that further assistance is required, see your Yellow Pages for an authorized Royal® Dealer. Costs of any transportation to and from any place of repair are to be paid by the owner. The service parts used in this unit are easily replaced and readily available from an authorized Royal® Dealer or retailer. Always identify your cleaner by the model number when requesting information or ordering replacement parts. (The model number appears on the back of the cleaner.)